

Troubleshooting Tips

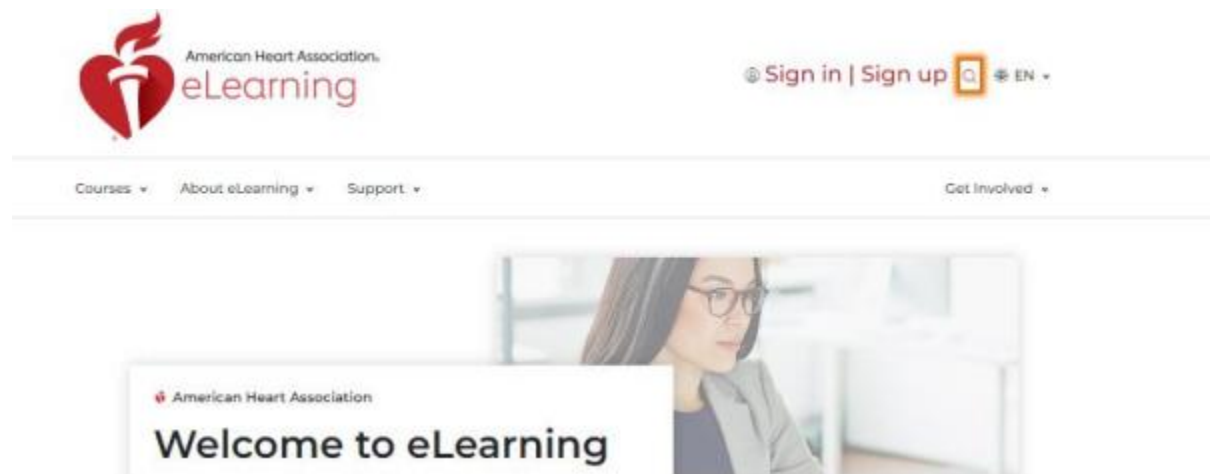
ACLS/ PALS Pre-assessments

**** If you are using a shared computer or work/public Wi-Fi network, you will need to use a private/incognito web browser setting to avoid logging into another person's course****

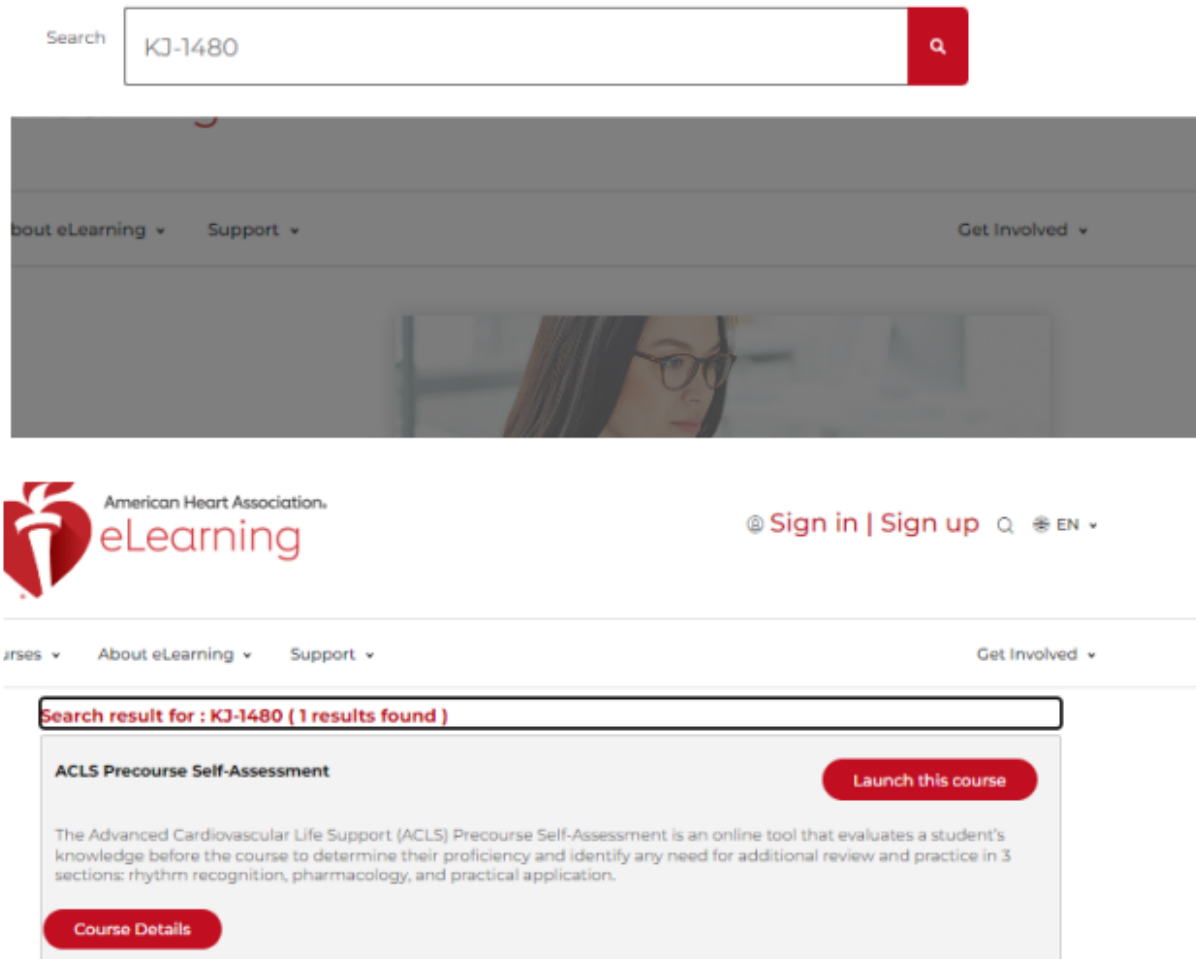
You will receive a confirmation email that will include instructions on how to access your ACLS and/or PALS pre-assessments.

Begin by copying and pasting the page link to a new browser. <https://elearning.heart.org/>.

This will direct you to AHA eLearning site. Click on the magnifying glass on the top right to open a new search.



Search for ACLS or PALS precourse or the course code. ACLS: KJ-1921, PALS: KJ-1934.



Select “Launch this Course” and you should be directed to log in or sign up. Once logged in you will be able to start the course.

If you have forgotten your credentials you will need to use the forgot login/password function or contact AHA customer support.

If you are asked for a Training Center Access code or asked to pay, you are on the wrong page. Please close all browsers and start again. If you continue to experience issues, please contact AHA support.

Contact ECC Customer service

By Phone: 888-242-8883

Mon - Fri: 8 a.m. - 5 p.m CST

By Email: eLearning.help@Heart.org

You may complete the course as many times as needed to pass the course. Please bring a copy of your assessment scores or completion certificate to class. ACLS and PALS ecards cannot be issued with a precourse assessment. Ecards cannot be issued after 60 days.